



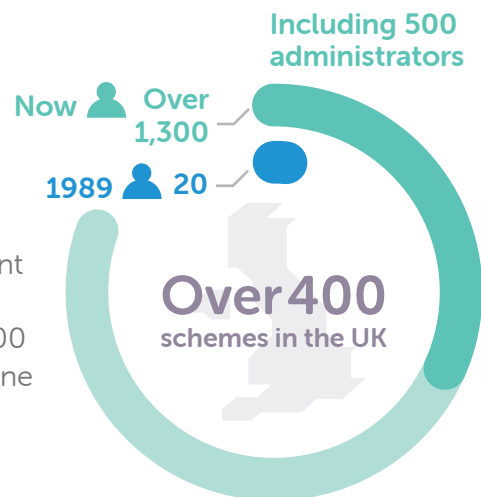
# Introducing your new administrator

Barnett Waddingham

**CONOCOPHILLIPS PENSION PLAN**

## Who we are

From small beginnings in 1989 with just 20 people, Barnett Waddingham is now the UK's largest independent provider of actuarial, investment and pension scheme administration services. With a headcount of almost 1,300 people (including over 500 administrators) across our nine offices, we are proud to be the trusted administrator to over 400 pension schemes in the UK.



## How we work

We have a wealth of experience in looking after pension schemes like the ConocoPhillips Pension Plan and the ConocoPhillips Unfunded Pension Plan, our outstanding personal service is something we take great pride in.

We're here to guide you through your pension journey - so if you need to tell us about a change in your personal circumstances, have a question about your pension payment or need a friendly voice to explain your retirement benefits, you can be sure that one of the ConocoPhillips team will be ready to take your call.

## What you can expect from us

- Accessible, friendly and professionally qualified staff
- Clear communications
- Exceptional customer care
- A 'right first time' culture
- Access to your scheme information via BWebstream, our secure internet site

## Your dedicated team

We put ourselves in your shoes and treat everyone who calls us just as we would like to be taken care of ourselves. It's important you feel confident and comfortable when you get in touch – and know your query will be fully answered, promptly and sensitively.

People who come to work at Barnett Waddingham tend to stay with us – something we are particularly proud of. This means you can speak to the same people in the ConocoPhillips team, whenever you call.



**Tim Jowers**

Pension Administration Team Leader



**Nicholas Wilson**

Pension Administration Consultant



**Ali Powell**

Pension Administrator

## Contact details

 **Email:** [CP.admin@barnett-waddingham.co.uk](mailto:CP.admin@barnett-waddingham.co.uk)

 **Phone (if calling from UK):** 0333 188 6511

 **Phone (if calling from overseas):** +44 124 253 8566

 **Address:** ConocoPhillips Pension Plans Admin Team, Barnett Waddingham (2nd Floor), St James's House, St James Square, Cheltenham, Gloucestershire, GL50 3PR

# Online access to your pension at your fingertips

As technology continues to change the way we live and work, we have become increasingly reliant on accessing our information anytime, anywhere and on any device. Along with internet access to banking, shopping and booking those longed-for holidays there is now more demand than ever before to keep a check on our pensions. Through our secure online portal, BWebstream, you'll have access to Member self-service, an easy to use tool to help you manage your pension whenever and wherever suits you.

## You will be able to:

- Access all of your personal information
- Ask questions about your details or pension
- Access online copies of important documents such as your Member booklet and securely receive electronic personal statements from the Trustee
- Access monthly payslips and P60s (if you are already receiving your pension)
- Request quotes or estimates of your pension benefits from the scheme
- Securely upload all your forms and documents online



You will have access to Member self-service, so look out for a letter early April which will let you know how and when to register. We'll be on hand to help you make the most of Member self-service and, if you need it, we can guide you through registration too.

## We're proud of our reputation - but don't just take our word for it!

We've worked hard at building our company and reputation since we started, over 30 years ago. It means a great deal to us that staying true to providing a personal, quality service has resulted in many long-term working relationships with our clients and with their scheme members.

We're also proud that our administration services have been recognised by multiple industry awards, including the prestigious Pensions Administration Standards Association (PASA) Accreditation, awarded for our commitment to providing high-quality pension administration.



Barnett Waddingham's administration practice area demonstrated themselves to be set apart from the wider market and join a 'gold standard' group of in-house teams and third-party providers.

Pensions Administration Standards Association

# What our clients say about us

We work with Investor in Customers and run a Member survey to give our clients and members the opportunity to tell us what they really think about our services. Listening and responding to the vital feedback we receive helps us to continually improve our services, but of course, it's also great to hear some nice words too!

95%

of members rated our helpfulness as good or excellent

92%

rated their overall experience of dealing with the admin team as good or excellent

91%

of pension scheme client respondents said they know who to contact if they need to get in touch

91%

of pension scheme client respondents said they trust the firm's staff to behave with fairness, integrity and honesty

"From beginning to end a very clear and helpful experience. Totally satisfied. Thank you."

"I found from the first letter I received the whole transaction was excellent. I also telephoned twice and everything I asked was dealt with promptly."

"The website is very clear, easy to follow."

"An outstanding service provided by helpful and knowledgeable staff."

"Just a very pleasant experience considering the subject of pension schemes can be highly confusing. I felt comfortable that the team members were offering impartial advice and accurate information and had my best interests at heart. That is very important."

"Thank you to your staff for being polite, professional, efficient and always very helpful."

THE SCOUT ASSOCIATION

"I have absolute confidence in Barnett Waddingham to provide accurate and timely service."

EARLS COURT AND OLYMPIA



For more information about Barnett Waddingham please visit our website at [www.barnett-waddingham.co.uk](http://www.barnett-waddingham.co.uk)